**http://erecruit1.mercury.com.au/Brimbank/ViewPosition.aspx?id=10097o**

**sition Details**

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| **Reference Number** | 10097 |
| **Position Title** | Library Customer Service Officer |
| **Employment Status** | Permanent Part Time |
| **Directorate** | Libraries & Learning |
| **Location** | Library,Sunshine Branch Library,301 Hampshire Road Sunshine |
| **Band** | Library Band 4A 35 Hour Week |
| **Salary** | $53,122 per annum, pro-rata |
| **Hours** | 17.50 |
| **Position Summary** | Brimbank Libraries embraces diversity and engages with the community through innovative services, programs and partnerships that empower and inspire the achievement of lifelong learning and aspirations. We offer exceptional working conditions and are focused on providing a workplace that values diverse contributions, and fosters a positive work culture.  As a great candidate you will have a range of exceptional skills including communicating with a range of age groups and able to diffuse and set boundaries with challenging customers plus being IT savvy and able to support customer use of technologies.  The role is based in a dynamic and busy environment supporting customer use of services and their participation in programs. The library is heavily used especially by children and teenagers and we seek candidates with a background in working closely with youth. Successful candidates will be required to deliver programs with a focus on the early years.  You will have skills easily transferable into a service focused environment with the ability to support others in understanding and using a range of technologies, excellent negotiation and conflict resolution skills and an understanding of local community needs.  Fluency in a language other than English is desirable especially any of the key community languages including Vietnamese  Hours  Staff are required to work a minimum of one (1) late shift per week and one Saturday each (4) weeks  Current rostered hours  Wednesday: 9:30am -1.00pm  Thursday: 9.00am -5.30pm  Friday: 1.00pm – 8.00pm  *Please note that hours may change as required in order to meet operational requirements* |
| **Selection Criteria** | Essential: Demonstrated ability to deliver programs to the community with a focus on the early years  Essential: Demonstrated communication skills including an ability to create positive working relationships with the community and team members  Essential: Ability to solve problems  Essential: Strong IT skills that support customer use of technology  Essential: Ability to work in an innovative environment embracing change  Essential: Demonstrated flexibility in managing priorities to meet service expectations  Essential: Strong customer service skills and experience  Essential: Ability to work in accordance with our values and behaviours  Essential: VCE or equivalent as a minimum requirement  Desirable: Ability to speak a community language |
| **Contact Person** | Jane McKellar |
| **Contact Number** | 0392494173 |
| **Closing Date** | 08/06/2014 |
| **Position Description** | |  |  | | --- | --- | | Library Customer Service Officer - Position description 2014.pdf | [Open](javascript:__doPostBack('ctl00$MainContentPlaceHolder$DocumentDataGrid$ctl02$ViewDocumentLinkButton','')) |   **Application Guide** | [click here to view](http://erecruit1.mercury.com.au/Brimbank/Applications/Default/Documents/application_guide.pdf) |

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